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NOVEMBER 2, 2018

TO: BOARD OF DIRECTORS

THROUGH: PHILLIP A. WASHINGTON *PAW*
CHIEF EXECUTIVE OFFICER

FROM: DIANA ESTRADA *DE*
CHIEF AUDITOR

**SUBJECT: STATUS OF AUDIT RECOMMENDATIONS AS OF
SEPTEMBER 30, 2018**

ISSUE

At the March 2005 Executive Management and Audit Committee meeting, the committee requested that the status of all open audit recommendations be reported to them. The report includes audits performed by Management Audit, Office of the Inspector General and audits performed by outside auditors.

DISCUSSION

In this report Management Audit fulfills the request to report the corrective actions for all open audit recommendations related to findings for Metro Operations, Communications, Information Technology, Finance and Budget, Program Management, Vendor/Contract Management, Human Capital & Development and Systems Safety and Law Enforcement.

During the first quarter of Fiscal Year 2019, two recommendations were added and 21 recommendations from previous audits were closed. At the end of the quarter, there were 27 outstanding audit recommendations. Details of all open recommendations as of September 30, 2018 are included in Attachment A.

In addition to the above MAS and external audit recommendations, we closed 104 recommendations made by the Office of the Inspector General (OIG). At the end of the quarter, there were 58¹ outstanding OIG audit recommendations. Details of OIG open recommendations as of September 30, 2018 are included in Attachment B.

We are actively working with staff to close each recommendation as quickly as possible. Any findings that have not been corrected 90 days after the due date are reported as late.

¹ This total does not include recommendations for the 1) Audit of Westside Purple Line Extension Section 2- Modification No. 52, 2) Review of Metro Rail Services Disruptions, 3) Increasing Public Transit and Ridership Use Study and 4) Metro Transit Security Performance Review, as the management response and/or estimated completion dates are still pending.

Table 1
Summary of MAS and External Audit Recommendations
as of September 30, 2018

Executive Area	Closed	Open Recommendations			
		Late	Extended	Not Yet Due/Under Review	Total Open
Communications			5		5
Finance and Budget	1		1	1	2
Human Capital & Development	5				
Information Technology	2		3	7	10
Metro Operations	11		4	4	8
Planning and Development	2				
Vendor Contract Management				2	2
Totals	21		13	14	27

Table 2
Summary of OIG Audit Recommendations
as of September 30, 2018

Executive Area	Closed	Open Recommendations			
		Late	Extended	Not Yet Due/Under Review	Total Open
Metro Operations	67			57	57
Program Management	37			1	1
Totals	104			58	58 ¹

NEXT STEPS

Management Audit Services will provide the next quarterly status report for the period ending December 31, 2018.

ATTACHMENT(S)

- A. MAS Open Audit Recommendations Report
- B. OIG Open Audit Recommendations Report

1. This total does not include recommendations for the 1) Audit of Westside Purple Line Extension Section 2-Modification No. 52, 2) Review of Metro Rail Services Disruptions, 3) Increasing Public Transit and Ridership Use Study and 4) Metro Transit Security Performance Review, as the management response and/or estimated completion dates are still pending.

MAS Open Audit Recommendations

No.	Report Number	Report Date	Audit Entity	Title	Exec Area	Rec No	Recommendation	Finding/Corrective Action	Original Completion Date	Extended Completion Date
1	16-COM-P01	8/31/2016	MAS	Special Fares Programs	Communications	20	We recommend the Communications Department to report the program performance periodically to the appropriate level of management to support decision making. Update: MOU is being reviewed by County Counsel.	Lack of program ownership and oversight for Juror TAP (J-TAP) Program. Metro Commute Services (MCS) will work directly with TAP Operations to implement cross-functional responsibilities between the two departments. An updated MOU may be necessary and if so, once will be written or the current one will be updated by March 31, 2017.	3/31/2017	9/30/2018
2	16-COM-P01	8/31/2016	MAS	Special Fares Programs	Communications	21	We recommend the Communications Department to renew the agreement with the Court to confirm mutual agreement. Update: MOU is being reviewed by County Counsel.	Lack of program ownership and oversight for Juror TAP (J-TAP) Program. Metro Commute Services (MCS) will work directly with TAP Operations to implement cross-functional responsibilities between the two departments. An updated MOU may be necessary and if so, once will be written or the current one will be updated by March 31, 2017.	3/31/2017	9/30/2018
3	16-COM-P01	8/31/2016	MAS	Special Fares Programs	Communications	22	We recommend the Communications Department to revisit the program purpose and guidelines/requirements to assess the current J-TAP Program performance. Update: MOU is being reviewed by County Counsel.	Lack of program ownership and oversight for Juror TAP (J-TAP) Program. Metro Commute Services (MCS) will work directly with TAP Operations to implement cross-functional responsibilities between the two departments. An updated MOU may be necessary and if so, once will be written or the current one will be updated by March 31, 2017.	3/31/2017	9/30/2018
4	16-COM-P01	8/31/2016	MAS	Special Fares Programs	Communications	23	We recommend the Communications Department obtain a written agreement with DCFS to confirm the mutual agreement and to retain the legal rights to enforce DCFS to meet the Program guidelines and requirements. Update: MOU is being reviewed by County Counsel.	Lack of written agreement for Youth on the Move Program (YOTM for foster youth). Metro Commute Services (MCS) agrees. Although there are Board documentations and writings that assist in governing the YOTM program, the implementation of an MOU will be explored and constructed. MCS periodically produces an active card list and forwards it to the DCFS YOTM program manager for review. We will work with the manager at Department of Children and Family Services (DCFS) to determine a preset calendar schedule. All findings will be shared with the appropriate level of management by March 31, 2017.	3/31/2017	9/30/2018
5	16-COM-P01	8/31/2016	MAS	Special Fares Programs	Communications	25	We recommend the Communications Department to assess the program performance periodically, and report to the appropriate level of management. Update: MOU is being reviewed by County Counsel.	Lack of written agreement for Youth on the Move Program (YOTM for foster youth). Metro Commute Services (MCS) agrees. Although there are Board documentations and writings that assist in governing the YOTM program, the implementation of an MOU will be explored and constructed. MCS periodically produces an active card list and forwards it to the DCFS YOTM program manager for review. We will work with the manager at Department of Children and Family Services (DCFS) to determine a preset calendar schedule. All findings will be shared with the appropriate level of management by March 31, 2017.	3/31/2017	9/30/2018
6	16-OPS-P01	11/18/2016	MAS	Wayside Systems - Track Maintenance	Operations	1	We recommend the Chief Operations Officer require Track management to develop an inventory of linear assets and their components that can be the basis of a PMP to accurately forecast maintenance requirements and component replacements. Update: Pending release of the final RFP. A software system called OpTram is in the initial stages of being developed that will have an inventory of linear assets, including Wayside track assets. This will be a short term solution for the inventory of assets as the long term plan is to replace the M3 system which should include a requirement for linear assets inventory.	Track Preventative Maintenance Plan is not Proactively Aimed towards Sustainment of the Track Structure. Operations will develop an inventory of linear assets and their components by June 30, 2017. This will be dependent on available resources to purchase or develop an M3 module to ensure that a robust inventory of track assets and their components are used as the basis of a PMP for forecast maintenance requirements and component replacements.	6/30/2017	9/30/2018
7	16-OPS-P01	11/18/2016	MAS	Wayside Systems - Track Maintenance	Operations	12	We recommend that the Chief Operations Officer, require Track management to provide training for track management, supervisors and/or leads that create work orders in the M3 system. Update: The training material for the new M3 App was developed and training will start in FY19 Q2. Track supervisors and leads must first create a work order in the M3 system before Inspectors can use the M3 App Inspection forms.	Track Work Order Process is Incomplete. Operations will provide training on M3 work orders by June 30, 2017.	6/30/2017	12/31/2018

MAS Open Audit Recommendations

No.	Report Number	Report Date	Audit Entity	Title	Exec Area	Rec No	Recommendation	Finding/Corrective Action	Original Completion Date	Extended Completion Date
8	17-ITS-P01	6/5/2018	MAS	Performance Audit of Information Technology Services (ITS) Project Management	Information Technology Services	1	We recommend that the Chief Information Officer require training for the new IT Project Management Methodology for all ITS Project Managers, Delivery Managers, and Resource Managers, and any other ITS personnel heavily involved in the implementation of IT projects to ensure every ITS resource understands the new IT Project Management Methodology.	Formalized IT Project Management Methodology Needs to be Rolled Out. An IT Project Management Methodology Training Plan has been created that will be executed. The training plan provides training for existing PMs who are also Delivery and Resource Managers. Due to the busy schedule of the PMs, the training plan consists of 4 sets of 8 hour training sessions followed by on the job training and mentoring at one set per quarter. Training started in March 2018.	3/30/2019	
9	17-ITS-P01	6/5/2018	MAS	Performance Audit of Information Technology Services (ITS) Project Management	Information Technology Services	2	We recommend that the Chief Information Officer rollout the IT Project Management Methodology developed by the Program Management Office.	Formalized IT Project Management Methodology Needs to be Rolled Out. IT Project Management Methodology will be implemented in coordination with the Training Plan. The Initiation Phase will be rolled out after the first training session is completed in April 2018. The subsequent three PMLC phases will be rolled out after their corresponding training sessions.	3/30/2019	
10	17-ITS-P01	6/5/2018	MAS	Performance Audit of Information Technology Services (ITS) Project Management	Information Technology Services	3	We recommend that the Chief Information Officer require that all IT required project documentation be completed for each phase of all IT projects, based on the IT Project Management Methodology. This is especially important to show adequate requirements analysis and measurement of end-user involvement, testing, and acceptance.	Formalized IT Project Management Methodology Needs to be Rolled Out. The IT Project Management Methodology Training Plan includes training for these documents. When methodology training and rollout are completed deliverable documents appropriate for each new project will be identified and created. With each phase of training the appropriate documentation will be created. The full rollout will be completed which will include all required documentation. In the interim the PMO will assist with ensuring required PM documentation is completed.	6/30/2019	
11	17-ITS-P01	6/5/2018	MAS	Performance Audit of Information Technology Services (ITS) Project Management	Information Technology Services	5	We recommend that the Chief Information Officer require that IT controls are designed into new systems and reflected within IT project management plans, and resulting operational procedures. A risk-based approach to the design and implementation of controls, related to application and related systems and business processes, should be utilized. Focus should be placed on risks that have the highest impact and likelihood to occur. At a minimum, the following controls should be addressed on all IT projects to ensure a sound control environment upon completion: Data Security Controls, Financial Controls, Application Controls, General Computer Controls (Infrastructure), Data Conversion Controls, Interface Controls, Data Integrity Controls.	Formalized IT Project Management Methodology Needs to be Rolled Out. ITS will start an initiative to identify and design IT controls into new systems, within IT project management plans, and resulting operational procedures.	6/30/2019	
12	17-ITS-P01	6/5/2018	MAS	Performance Audit of Information Technology Services (ITS) Project Management	Information Technology Services	6	We recommend that the Chief Information Officer include IT Security personnel in the system delivery life-cycle to identify potential areas of IT control risk and the remediation plans that are required after implementation occurs. Update: IT is currently hiring a Security Executive Officer who will determine the level of support and involvement for security staff in system delivery life cycle.	Formalized IT Project Management Methodology Needs to be Rolled Out. Will start involving IT Security personnel in the system delivery life-cycle.	8/31/2018	2/28/2019
13	17-ITS-P01	6/5/2018	MAS	Performance Audit of Information Technology Services (ITS) Project Management	Information Technology Services	7	We recommend that the Chief Information Officer perform periodic resource planning and obtain approval for adequate staffing to meet the demand in project management and delivery capability that will be required to complete the strategic initiatives and anticipated changes in work load.	Lack of Segregation of Duties. Since ITS has not been able to receive its requested resources in the past, there is no assurance that required resources will be added to implement this recommendation.	6/30/2019	
14	17-ITS-P01	6/5/2018	MAS	Performance Audit of Information Technology Services (ITS) Project Management	Information Technology Services	8	We recommend that the Chief Information Officer consider centralizing the IT project management function within the Program Management Office to ensure a consistent project management approach is applied to all IT projects, and to facilitate the segregation of between project managers and delivery managers.	Lack of Segregation of Duties. Agree in concept. This recommendation is consistent with the PMO maturity plan. It requires a project management policy and organization adoption approved by the CIO and Senior Management Team. However, as stated before successful implementation of this recommendation is contingent on additional staffing resources.	6/30/2019	

MAS Open Audit Recommendations

No.	Report Number	Report Date	Audit Entity	Title	Exec Area	Rec No	Recommendation	Finding/Corrective Action	Original Completion Date	Extended Completion Date
15	17-ITS-P01	6/5/2018	MAS	Performance Audit of Information Technology Services (ITS) Project Management	Information Technology Services	9	We recommend that the Chief Information Officer in the event that a delivery manager is required to perform as a project manager on a specific project, we recommend that a second delivery manager be assigned to handle all engineering aspects of the project and the Project Management Office initiate an independent quality control review that will allow the reviewer to review for key controls/requirements during key phases of the project (e.g. at the end of planning, end of field work) to ensure that all IT Project Management requirements are met and that the project provides for full disclosure and transparency.	Lack of Segregation of Duties. Agree in concept. However, like Recommendation #7, is also dependent on having additional resources. Since ITS has not been able to receive its requested resources in the past, there is no assurance that required resources will be added to implement this recommendation. This recommendation requires ITS to accept the two roles as separate and distinct with different knowledge and experiences. ITS will collaborate with Talent Acquisition to create the Delivery Management Role and Metro classification. Therefore, this recommendation requires an agency redefinition of project management and delivery management job titles and Governance policy mandate to enforce its execution.	6/30/2019	
16	17-ITS-P01	6/5/2018	MAS	Performance Audit of Information Technology Services (ITS) Project Management	Information Technology Services	10	We recommend that the Chief Information Officer (CIO) in conjunction with, Chief Procurement Officer (CPO) and Chief Financial Officer (CFO) corroborate on how the ITS Department can be informed/involved earlier in the Procurement and OMB process when planned procurements/budgets include requests that require technology usage at Metro. Example, consider identifying the Procurement/Budget forms that are being completed by various cost centers and add fields that will flag the need to consult/discuss with ITS Department for technology components or future maintenance/operations of projects.	Lack of Segregation of Duties. ITS will work with Vendor / Contract Management and Budget Departments to update current procurement and budget request investment processes to ensure that ITS is notified of the project initiatives that include any technology usage at Metro. Further, the CIO will lead a collaborative effort with the CPO and CFO to implement a process by which planned procurements/budgets involving IT technology are reviewed through the Governance process. OMB: The process is currently in place from Budget and Resources allocation point of view. There's existing capital and operating budget process to initiate and articulate budget/resources request. However, this does not replace the need of a clear ITS policy. The policy should clearly and proactively define a clear requirement, recommendation decision making and alternatives for departments to express and request for Technology update/support. V/CM: V/CM will work with ITS and Budget Departments to review the current procurement requisition request processes to ensure that ITS is notified of the project initiatives that include any technology usage at Metro. In addition, the CPO will participate with the CIO and CFO to implement a process by which planned procurements involving IT technology are reviewed through the Governance process.	8/31/2018	2/28/2019
17	17-ITS-P01	6/5/2018	MAS	Performance Audit of Information Technology Services (ITS) Project Management	Information Technology Services	11	We recommend that the Chief Information Officer (CIO) in conjunction with, Chief Procurement Officer (CPO) and Chief Financial Officer (CFO) corroborate on any training needs necessary so that various cost centers understand what the additional fields in various forms mean and their requirements.	Lack of Segregation of Duties. We will educate cost centers on the current and revised processes that will alert ITS about their project initiative.	8/31/2018	2/28/2019
18	17-OPS-P07	6/14/2018	MAS	Performance Audit of the Track Allocation Process	Operations	4a	We recommend the Chief Operations Officer consider directing Rail Operations to add more fields in the electronic Track Allocation Request Form to assist Rail Operations Controllers in minimizing some of their manual entries. For example, the Track Allocation Request Form could be further configured to include a check box indicating if the schedule was activated or not, as well as the time and date it was activated, and a drop down menu to include reasons for schedule modification	Better Coordination and Communication Is Needed Among the Track Allocation Coordinator, Rail Operations Controller, and Requesters to Optimize the Right-of-Way (ROW) Usage. Rail Operations completed Phase 1 of the electronic Track Allocation Form. The electronic process will result in data gathering to ease tracking and trending of the track allocation activities so that track allocation activities can be assessed on an ongoing basis. MAS: Subsequent to receipt of the response, Management Audit Services met with Operations Management to clarify their response. Operations Management informed us that the completion of the electronic Track Allocation Request Process consists of several phases, such as developing an electronic Track Allocation Form/Schedule, integrating System Generated Special Events Calendar, generating an electronic Work Permit, and generating System Reports. Phase 1 was completed in January 2018 and the remaining phases that will assist Rail Operations Controllers are estimated to be completed by June 2019.	6/30/2019	

MAS Open Audit Recommendations

No.	Report Number	Report Date	Audit Entity	Title	Exec Area	Rec No	Recommendation	Finding/Corrective Action	Original Completion Date	Extended Completion Date
19	17-OPS-P07	6/14/2018	MAS	Performance Audit of the Track Allocation Process	Operations	4b	We recommend the Chief Operations Officer consider directing the Track Allocation Coordinator to measure effectiveness of schedules by periodically assessing whether crews that were scheduled to access the ROW actually accessed the ROW. This will provide visibility to the stakeholders as well as assist the Track Allocation Coordinator in modifying future schedules. This periodic review will only be possible once the data from the newly implemented log has been collected.	Better Coordination and Communication is Needed Among the Track Allocation Coordinator, Rail Operations Controller, and Requesters to Optimize the Right-of-Way (ROW) Usage. Rail Operations completed Phase 1 of the electronic Track Allocation Form. The electronic process will result in data gathering to ease tracking and trending of the track allocation activities so that track allocation activities can be assessed on an ongoing basis. MAS: Subsequent to receipt of the response, Management Audit Services met with Operations Management to clarify their response. Operations Management informed us that the completion of the electronic Track Allocation Request Process consists of several phases, such as developing an electronic Track Allocation Form/Schedule, integrating System Generated Special Events Calendar, generating an electronic Work Permit, and generating System Reports. Phase 1 was completed in January 2018 and the remaining phases that will assist Rail Operations Controllers are estimated to be completed by June 2019.	6/30/2019	
20	17-OPS-P07	6/14/2018	MAS	Performance Audit of the Track Allocation Process	Operations	5	We recommend the Senior Executive Officer, Rail Operations partner with the Senior Executive Officer, Rail Maintenance & Engineering and the Deputy Executive Officer, Operations to consider which of these two technologies, Google Map or HASTUS should be used to assist Rail Operations Controllers in navigating emergency crews or individuals and/or staff doing business with Metro.	Enhance Use of Technology to Improve View of Metro's Rail Infrastructure and Locating Crews Working on or Around the ROW. Rail Operations, with the Senior Executive Officer of Rail Maintenance & Engineering, and the Deputy Executive Officer of Operations will consider Google Map or HASTUS to assist Rail Operations Control Rail Transportation Operations Supervisor staff in navigating emergency crews or individuals and/or staff conducting business with Metro.	9/30/2018	10/31/2018
21	17-OMB-P02	6/22/2018	MAS	Performance Audit of the Farebox Revenue Process	Finance & Budget	2	We recommend Revenue Collections review the monthly employment status report and ensure that transferred, terminated, and retired employees are removed at least quarterly from the Electronic Key Dispenser database.	Unnecessary Access to the Electronic Key Dispenser. Revenue Collections will request Workforce Services and Operations Maintenance to submit a monthly employment status report for personnel changes. Revenue Collections will provide Operations Maintenance with a quarterly report and a listing of electronic key dispenser users for validation.	7/31/2018	1/31/2019
22	17-OMB-P02	6/22/2018	MAS	Performance Audit of the Farebox Revenue Process	Finance & Budget	3	We recommend Revenue Collections update the UFS Standard Operating Procedures to include all job titles and appropriate equipment access type that is needed to complete required job responsibilities.	Unnecessary Access to the Electronic Key Dispenser. Revenue Collections will request Workforce Services and Operations Maintenance to update the UFS Standard Operating Procedures to include job titles and appropriate access type to the electronic key dispenser.	12/31/2018	
23	17-OMB-P02	6/22/2018	MAS	Performance Audit of the Farebox Revenue Process	Operations	4	We recommend that Operations Maintenance Management work with Revenue Collections to update the UFS Standard Operating Procedures to include procedures for probing and vaulting out of service buses, including: Who is responsible for probing and vaulting out service buses; What time frame the buses should be probed; How the portable probes will be stored and used in emergency situations (in collaboration with TAP and Revenue Collections); Requirement that all 12 portable probes are in good working condition. In addition, once the SOP is updated, communicate it to all Divisions.	Lack of Detailed Procedures for Probing and Vaulting Out of Service Buses. Operations Maintenance Management will update the UFS Standard Operating Procedure to address the four areas listed above. The updated UFS Standard Operating Procedure will then be distributed and communicated to all Divisions.	12/31/2018	
24	17-OMB-P02	6/22/2018	MAS	Performance Audit of the Farebox Revenue Process	Operations	5	We recommend Operations Maintenance Management work closely with the Revenue Collections and the TAP Department to ensure that the Buses Not Probed exception reports are accurate, complete, and reliable.	Lack of Monitoring for Probing and Vaulting of In Service Buses and Exception Reports Used to Identify Buses Not Probed are Not Reliable. Operations Maintenance Management will develop a team to ensure that Buses Not Probed exception reports are accurate, complete, and reliable.	6/30/2018	10/31/2018
25	17-OMB-P02	6/22/2018	MAS	Performance Audit of the Farebox Revenue Process	Operations	8	We recommend Operations Maintenance Management work with Revenue Collections to update the UFS Standard Operating Procedures so that all references to exception reports are correct.	Lack of Monitoring for Probing and Vaulting of In Service Buses and Exception Reports Used to Identify Buses Not Probed are Not Reliable. The UFS Standard Operating Procedures will reference the exception reports once completed.	12/31/2018	

MAS Open Audit Recommendations

No.	Report Number	Report Date	Audit Entity	Title	Exec Area	Rec No	Recommendation	Finding/Corrective Action	Original Completion Date	Extended Completion Date
26	17-VCM-P04	8/21/2018	MAS	Performance Audit of Contract Pre-Award Process	Vendor/Contract Management	1	We recommend the Chief Vendor/Contract Management Officer to establish a process that requires maintaining an electronic backup of hard copy contract files in a centralized location and limit the access to appropriate staff. We recommend this process be performed at each phase of the vendor contract management process which includes Planning, Solicitation, Evaluation, etc. and reside in a secured environment with limited access to prevent deletion or modifications to files.	Inadequate Maintenance of Key Documentation. Management had initiated the steps towards mitigating all the procurement process electronically which will provide a link to Metro's centralized electronic retention system for back-up file.	2/28/2019	
27	17-VCM-P04	8/21/2018	MAS	Performance Audit of Contract Pre-Award Process	Vendor/Contract Management	2	We recommend the Chief Vendor/Contract Management Officer to consider requiring Contract Administrators to prepare a justification memo e.g. factor(s) considered and/or rationale for not obtaining or maintaining certain key documents that are left to the discretion of the Contract Administrators. This process is exclusively for procurement steps that are not mandated by the FTA.	Business Process Improvement. Management will revisit the checklist that they currently use a guide and will consider improvements where necessary to direct the user to provide clarification to the file. This will be completed by November 2, 2018.	11/30/2018	

OIG Open Audit Recommendations

No.	Report Number	Report Date	Audit Entity	Title	Exec Area	Rec No	Recommendation	Finding/Corrective Action	Original Completion Date	Extended Completion Date
1	16-AUD-01	2/29/2016	OIG	Capital Project Management Best Practices Study	Program Management	1 Total	The 109 recommendations included in this report address Training, Stakeholder Engagement, Life Cycle Costs, Risk Management, Partnering with Utility Companies, Adv. Utility Relocation, Addressing Delays, Change Control, and Improving Contract Administration. Update: As of September 2018, 108 of 109 recommendations were closed. The last remaining recommendation is currently being evaluated based on the responses provided by Program Management.			
2	18-AUD-05	5/18/2018	OIG	Audit of Metro Bus Maintenance Program	Operations	1a	We recommend that the Maintenance Department should ensure that Maintenance management communicate to staff the importance of completing inspection forms in accordance with Metro's policies and procedures.	The Bus Maintenance Plan dated 2016 reviewed for this audit is in the process of being updated. Recommendations 1a and 1b will be incorporated into plan and communicated to staff.	8/31/2018	
3	18-AUD-05	5/18/2018	OIG	Audit of Metro Bus Maintenance Program	Operations	1b	We recommend that the Maintenance Department should ensure that Maintenance management determine how the documentation of mileage will be handled on inspection forms.	The Bus Maintenance Plan dated 2016 reviewed for this audit is in the process of being updated. Recommendations 1a and 1b will be incorporated into plan and communicated to staff.	8/31/2018	
4	18-AUD-05	5/18/2018	OIG	Audit of Metro Bus Maintenance Program	Operations	2	We recommend that the Maintenance Department should ensure Maintenance management clarifies in the Preventive Maintenance Inspection Guidelines that mileage should also be recorded on the inspection forms.	Maintenance management will clarify in the Preventive Maintenance Inspection Guidelines whether mileage should also be recorded on the inspection forms.	8/31/2018	
5	18-AUD-05	5/18/2018	OIG	Audit of Metro Bus Maintenance Program	Operations	3	We recommend that the Maintenance Department should ensure all policies and procedures are incorporated into Metro's written Bus Maintenance Plan and Preventive Maintenance Inspection Guidelines.	The Bus Maintenance Plan is currently being updated and will include all current policies and procedures relative to bus maintenance and preventive maintenance inspection guidelines.	8/31/2018	
6	18-AUD-05	5/18/2018	OIG	Audit of Metro Bus Maintenance Program	Operations	6	We recommend that the Maintenance Department should ensure Metro's Bus Maintenance Plan and Preventive Maintenance Inspection Guidelines (a) accurately cite the most current Federal regulations, and (b) all sections of the Bus Maintenance Plan are updated at the same time.	The Bus Maintenance Plan is currently being updated and will accurately cite the most current federal regulations and all sections of this plan will be updated at the same time.	8/31/2018	
7	17-AUD-04	12/22/2016	OIG	Review of Metro Safety Culture and Rail Operational Safety	Operations	52 Total	The 117 recommendations included in this report address findings in Safety Culture, Red Signal Violations, Safety Assessment of Infrastructure Elements, Technology, Operations and Maintenance, Human Resources, and etc. Update: As of July 2018, 65 of 117 recommendations were closed.			

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